ADVENT

Safety, Regulations, Troubleshooting & Recovery Manual

Monza S & R manaul_111019_Annie.indd 1 11年10月20日 下午6:57

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PART 1: SAFETY AND REGULATIONS

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IMPORTANT INFORMATION FOR YOUR COMPUTER

Safety information

1. For your safety you should always follow instructions found on any labels or documentation.

2. Opening the cabinet exposes you to dangerous electrical voltages. Please refer all servicing to qualified technicians.

3. If you need to open the case, please ensure you unplug the computer and any connected devices from the mains supply beforehand.

4. Never cover, block, or otherwise obstruct any vents or openings on your computer. These are required to prevent overheating.

5. Never push objects through any vents or openings on your computer. You expose yourself to dangerous electrical voltages.

6. To avoid risk of fire or electric shock, never operate your computer near rain or any other source of moisture.

7. Disconnect your modem from the telephone line during lightning storms to avoid damage to the modem and computer.

8. If you connect your computer to an extension socket please ensure that the total amperage rating of all the products connected does not exceed that of the extension socket.

9. You should only connect your computer to an AC power source indicated on the rear of the cabinet. If you are unsure please contact your local store for advice.

10. Your computer is supplied with a 3-pin grounding plug. This is for your safety. Do not attempt to connect any other type of plug, or connect it to any other type of plug socket.

11. Always unplug your computer and any connected devices from the mains supply before cleaning.

12. Do not use the modem or telephone to report a gas leak in the area of the leak.

13. Please ensure the equipment is near the power socket and the socket is easily accessible.

14. When setting up your equipment ensure it is on a hard, level surface.

15. Do not place your notebook computer or adapter on exposed skin while it is operating. The surface temperature of the base will rise during operation. Sustained contact with exposed skin can discomfort or burn.

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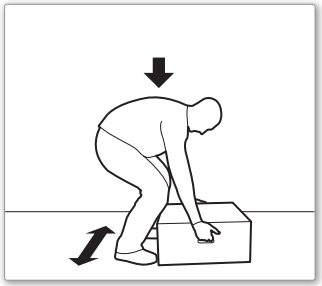
Safe lifting technique

1. Before attempting any lifting, think about the object you are carrying, where it currently is and where you will be taking it to. Clear yourself a pathway so that there are no obstructions that could cause you injury.

2. Now stand with your feet shoulder width apart to ensure that you have a solid stance and good balance.



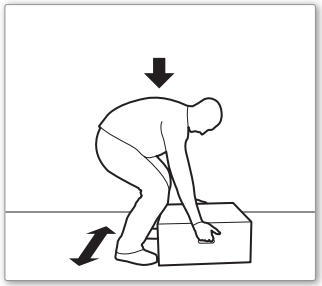
3. Squat down so that you are bending at the knees and not at the waist.

4. When you are about to perform the lift, raise your head up first and look forward.

5. Ensure that your lower back is bowed in when ready to pick up the object.

6. Now proceed to lift the object whilst bending at the knees and lifting with your legs.

7. Keep the object as close to you as possible. You will be able to hold the weight more securely.



8. If you have to jerk the object upwards to lift it then it is too heavy for one person. Acquire the assistance of a colleague before continuing.

9. When placing the object on the floor, lower yourself by bending your knees and using your legs to lower yourself.

10. For added safety, wear shoes with non-slip soles to maximise your grip on different floor surfaces.

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Maintenance and care

If you are experiencing technical problems with your computer, you should refer to the user manual for possible advice on the issue.

If your computer is experiencing a more serious fault then you should immediately unplug your computer and contact KnowHow™ on 0844 561 1234 (Monday to Saturday 8am - 8pm or Sunday 8am-6pm) or visit our website: http://knowhow.com for help and advice in any of the following cases:

- If the power cord or plug is damaged or frayed.
- If you spill liquid on, or into any part of your computer.
- If your computer is exposed to rain, water, or any other liquids.
- If you drop your computer, or damage the cabinet in any way.
- If your computer exhibits changes in performance that would indicate a need for service.

Improper use of your computer may put your safety at risk and result in extensive damage to your product.

Notebook users only

Notebooks are designed to be used with approved batteries. In order to guarantee safe and optimal use of your notebook you should only use approved battery packs.

In order to minimise the risk of damage during transport, please ensure that all covers and slot protectors are in place and secure the battery in the battery bay.

Some models may be supplied with UK and continental power cords. Only use the appropriate power cord for that country to avoid damage to your notebook.

⚠ CAUTION

- Do not to cover the AC adapter and keep it away from your body. The AC adapter will increase in temperature during normal use.
- Always use the approved AC adapter included with your notebook computer. Using incompatible adapters could cause fire or damage to the computer possibly resulting in serious injury.

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DISPOSAL OF BATTERIES

- In the European Union, this symbol indicates that the batteries in this product should be not be disposed of with the household waste.
- Notebooks use a Lithium-ion or a nickel metal hydride battery and backup battery. Desktop computers use a lithium coin cell battery.
- Please contact your local authority for details of collection and recycling schemes available.
- Your computer is fitted with an internal memory backup battery. This should not need to be replaced, however, in the event of failure please contact our KnowHow™ on 0844 561 1234 (Monday to Saturday 8am - 8pm or Sunday 8am-6pm) or concession in Currys or PC World.
- Your computer may be supplied with AA / AAA batteries; these should be installed following the instructions in the user documentation.
- Never handle damaged or leaking batteries. Dispose of them immediately
- Never attempt to recharge batteries that are not designed for this purpose. You risk personal injury.
- Incorrect fitting of the battery can lead to damage.
- Never attempt to break open a battery, burn it, or expose it to temperatures above 60°C (140°F). When heated to excessive temperatures, battery cells could vent or explode, posing risk of fire.
- Only replace with batteries of the same type.
- Keep batteries away from children.

Notebook batteries

- Never handle damaged or leaking notebook batteries. Dispose of them immediately.
- Batteries may explode if they are not installed using the supplied instructions.
- Only replace a battery with an equivalent battery.
- Never attempt to break open a battery, burn it, or expose it to temperatures above 60°C (140°F). When heated to excessive temperatures, battery cells could vent or explode, posing risk of fire.

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Waste Electrical and Electronic Equipment Directive 2002/96/EC

This symbol on the product or in the instructions means that your electrical and electronic equipment should be disposed at the end of its life separately from your household waste. There are separate collection systems for recycling in the EU. For more information, please contact your local authority or the retailer where you purchased the product.

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HEALTH AND COMFORT ADVICE

Environment

You should set up your new computer in an area that is suitable:

- Your computer, monitor, keyboard and mouse should be placed on a sturdy, flat surface.
- Ensure you are in a well lit area.
- There should be no direct glare from windows, electric lights or other light sources on your screen. This will help to prevent eye strain.
- Do not place your computer near any heat source such as a radiator, or any source of electromagnetic radiation, for example, a television.
- Mobile phones can interfere with the audio systems on your computer. Make sure that your phone is at least 30cm from your computer and speakers.
- Do not strain power cables or leave them in an area where people are likely to trip over them.

RSI warning

Medical studies have shown that certain disorders of the back, hands, wrists, neck, arms, legs and shoulders may be caused, or aggravated by carrying out certain repetitious tasks such as typing (RSI – Repetitive Strain Injury).

To reduce the risk of pain or injury you should sit with your back straight and feet firmly on the floor (use a foot rest where your feet cannot reach the floor). Your hands and arms should be positioned so that your wrists float just above the keyboard.

If at any time you experience pain, numbness, tingling or other discomfort ,stop working immediately and consult your doctor.

Optical drives

Your computer is supplied with one or more optical drives which may be fitted internally or externally.

The drives are classified as a CLASS 1 LASER PRODUCT. They comply with Laser Product Safety Standard EN 60825-1.

⚠ CAUTION

When the drive is open there is visible and invisible laser radiation present. Avoid direct exposure to the beams. Repair and maintenance should only be carried out by authorised technicians. You can create safety hazards by attempting repairs yourself.

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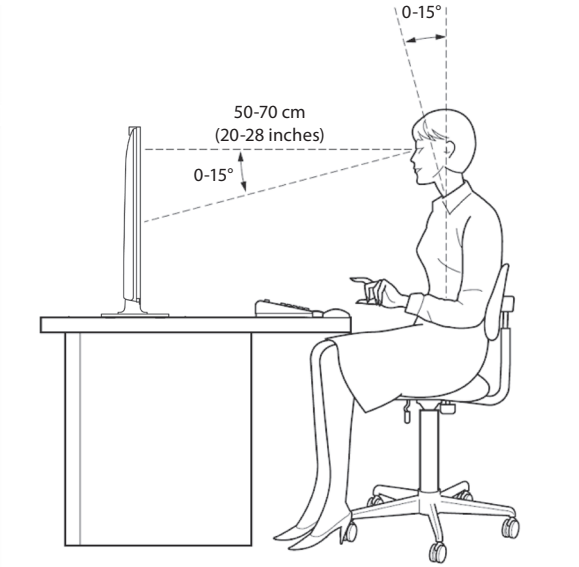
Seating

Most people sit at their computers for long periods so it is important that you sit correctly in order to avoid discomfort, pain and injury. Please take a few moments to look at the illustration below, which will show you how to sit correctly at your PC.

Sitting correctly at your PC



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WIRELESS LAN – REGULATORY INFORMATION*

The wireless LAN hardware in your product conforms to the requirements and provisions set out in European Directive 1999/5/EC (R&TTE).

The wireless LAN product is a radio device that uses the 2.4 GHz frequency (2.4 GHz to 2.4835 GHz). In accordance with the R&TTE Directive 1999/5/EC this product complies with the EN 55022 standard Class B digital use in residential, business and light-industrial areas. You may use this wireless LAN product in the following countries:

Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, the Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and the United Kingdom.

The following limitations apply in France, Italy, Luxembourg and Spain:

France: If this product is used outdoors you may only use Channels 1 to 6. In Peer-to-Peer mode the Wireless LAN feature can only be used outdoors if the peer sets up the communication on an authorised channel. In Infrastructure Mode you need to ensure that the Access Point is set to a channel between 1 and 6 before setting up a connection.

Italy: Use of this product is also governed by:

- Presidential Decree no. 259 of 01.08.03, Articles 104 (general authorisation) and 105 (free use), for private use.
- Ministerial Decree 28.5.03 for the supply to the public of R-LAN access to telecommunications networks and services.

Luxembourg: Using this Wireless LAN product outside the user's premises is not allowed.

Spain: You may only use WLAN close to buildings if used outdoors.

You may also be prevented from using WLAN products by the owner of property, for example, in a hospital, or airplane where there is a risk that the product may cause harm. If you are unsure about any restrictions regarding the use of your product in a building please seek permission before you turn it on.

If you use medical devices such as pacemakers, hearing aids, etc. please check with the manufacturer before using your WLAN product.

* Only applies to models supplied with WiFi modules

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General conditions of use

Avoid areas where the unit is exposed to direct sunlight or extreme heat. This could result in overheating and cause fire and damage to the unit.

Interferences

If this product causes interference with TV signals, you should try repositioning the receiving antenna, increase the distance between the sender and receiver, or consult the dealer or an experienced radio/TV technician for help.

Disclaimer

We cannot be held responsible for any television or radio interference, nor for any undesired effect caused by inappropriate channel selection by you the user in France. You the user will be responsible for the correction of interference caused by such inappropriate channel selection.

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BLUETOOTH® WIRELESS TECHNOLOGY - REGULATORY INFORMATION*

The built-in Bluetooth® wireless devices in this product comply with the requirements and provisions of European Directive 1999/5/EC.

This product is intended for use with other Bluetooth® enabled products only and operates in the 2.4 GHz band (2.4 GHz to 2.4835 GHz).

This Bluetooth® device complies with all applicable regulations and laws in the following countries:

Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Norway, Portugal, Spain, Sweden, Switzerland, the Netherlands and the United Kingdom.

France: you may not use this Bluetooth® product outdoors. The use of Bluetooth® products in countries not listed above may be restricted. You should seek advice from local authorities before turning the product on.

You may also be prevented from using Bluetooth® products by the owner of property, for example, in a hospital, or airplane where there is a risk that the product may cause harm. If you are unsure about any restrictions regarding the use of your product in a building please seek permission before you turn it on. If you use medical devices such as pacemakers, hearing aids, etc. please check with the manufacturer before using your Bluetooth® product.

* Only applies to models supplied with Bluetooth® modules

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MODEM*

- The modem built into your computer complies with the requirements and provisions of Directive 1999/5/EC.

- This modem is designed for fax and data communications using DTMF (Dual Tone Multi Frequency) signalling (tone dialling) on the PSTN (Public Switched Telephone Network) in the following countries:

- Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Norway, Portugal, Spain, Sweden, Switzerland, the Netherlands and the United Kingdom.

* Only applies to models supplied with modems

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PART 2: TROUBLESHOOTING & RECOVERY

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INTRODUCTION

We hope that you will enjoy many years of trouble free computing with your new Windows® 7 computer. However, there may be rare occasions when things go wrong and you need help to fix it. Your computer is supplied with a year's on site repair warranty along with access to help and advice 24 hours a day on the Internet and over the phone.

In most cases the problem is minor and you can resolve it yourself in just a few minutes. We have put together this troubleshooting and recovery guide to help you with some of the more common problems computer users encounter. It will also tell you how to restore your computer to its 'out of the box' condition on the rare occasions you may need to.

When you begin to troubleshoot your problem there are a few basic questions you should ask yourself. These can help you to narrow down and identify the cause.

What is the problem?
Try to be specific in identifying your problem. Make a note of any error messages you see, or sounds you hear.

When did the problem first appear?
Try to remember when you first noticed the problem. It could be relevant in resolving the problem.

What were you doing at the time?
Most problems happen when you do something new. For example, you might have installed a new device such as a printer or scanner, or installed a new game or other piece of software.

What have you done to try and fix it?
Make a note of anything you do to fix the problem. If you need to contact an engineer later you can then explain what you have already tried.

The next few pages contain a series of common problems and the steps you can take to fix them.

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My computer won't turn on

If your computer won't turn on, there are a number of things you should check:

- Disconnect the power cables and reconnect them.
- If your computer is plugged into an extension lead, try connecting straight into the wall socket.
- Disconnect the power lead and hold the power button in for 10 seconds. Reconnect the power lead and turn on.
- Try changing the fuse in the plug.
- Is your street experiencing a power failure?
- If you are still experiencing problems then please contact KnowHow™ on 0844 561 1234 (Monday to Saturday 8am - 8pm or Sunday 8am-6pm).

My screen has no picture

If you cannot see anything on your computer screen you should check the following:

- Check that your screen and computer are turned on and receiving power.
- If your screen is plugged into an extension lead, try connecting it straight into the wall socket.
- If your monitor is receiving power but has an orange light, check the cable connection to your PC's video card.
- If you are still experiencing problems, please see Display Problems section.

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My keyboard is not working (Desktop PCs)

If your keyboard is not detected or stops working, you should try the following steps:

- Turn off your computer.
- Disconnect the keyboard from the purple PS/2 port on the rear of your computer.
- Blow on the end of the plug to remove any dust.
- Touch the plug against a radiator to remove any static charge.
- Reconnect the keyboard to the purple PS/2 port and turn on your computer.
- If you have a USB keyboard try connecting it to another USB port on your computer.
- If your keyboard is still not working then please contact KnowHow™ on 0844 561 1234 (Monday to Saturday 8am - 8pm or Sunday 8am-6pm).

My mouse is not working (Desktop PCs)

If your mouse is not detected, or stops working you should try the following steps:

- Turn off your computer.
- Disconnect the mouse from the green PS/2 port on the rear of your computer.
- Blow on the end of the plug to remove any dust.
- Touch the plug against a radiator to remove any static charge.
- Reconnect the mouse to the green PS/2 port and turn on your computer.
- If you have a USB mouse, try connecting it to another USB port on your computer.
- If your mouse is still not working then please contact KnowHow™ on 0844 561 1234 (Monday to Saturday 8am - 8pm or Sunday 8am-6pm).

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When I turn my computer on I see a message

When you turn your computer on you will see a message that says ‘Press F1, F2 or Del to enter setup’

This is part of the normal boot process. It allows you to enter your computer’s BIOS which controls basic settings. Ignore this message and allow your computer to load as normal. You should only enter your computer’s BIOS when advised to do so by an approved technician.

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There is no picture on the monitor

The integrated VGA and HDMI ports are disabled and capped if your computer has an add-in graphics card installed. Use the appropriate cable based on the ports available on your Desktop computer and Monitor.

You can purchase the DVI-to-VGA adapter, HDMI-to-DVI adapter, and additional HDMI or DVI cables at Currys or PCWorld stores.

Below are examples of the different types of connections available.

- VGA-to-VGA (VGA cable)

- DVI-to-DVI (DVI cable)

- DVI-to-VGA (DVI-to-VGA adapter + VGA cable)

- HDMI-to-HDMI (HDMI cable)

- HDMI-to-DVI (HDMI-to-DVI adapter + DVI cable)

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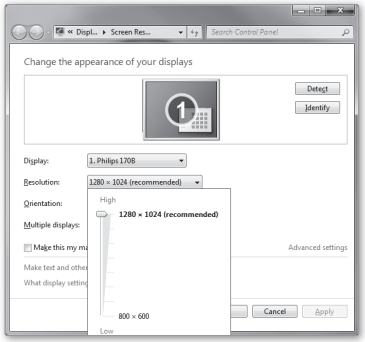
The icons and text on my screen look bigger than usual.

If the icons and text look larger than normal, it is likely that your screen resolution has been altered. This can happen when a game does not close down properly.

Try the following to correct it:

1. Right-click an empty area of the desktop and choose '**Screen Resolution**' from the menu.

2. The display appearance screen will now be displayed, click the '**Resolution**' option.



3. The resolution should be set to at least 1024 x 768 pixels.

4. If it is any less, click the drop down arrow button and drag the slide control with your mouse upwards (if available, you will see the resolution numbers change.)

5. When you are happy, click **Apply** then **OK**.

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The colours on my screen look pale and washed out

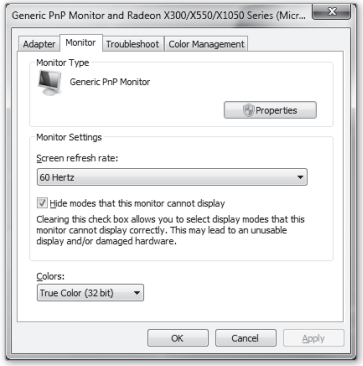
If the colours on your screen look pale or washed out you should try the following to correct the problem:

1. Check that the cable from your screen to the video card is securely connected.

2. Right-click an empty area of the desktop and choose '**Screen Resolution**' from the menu.

3. The Screen Resolution screen will now be displayed, click the '**Advanced Settings**' option.

4. Click on the '**Monitor**' tab and look for the 'Colors' section.



5. Use the drop down list and choose Medium (16 Bit), or Highest (32 Bit).

6. Click **Apply** then **OK**.

7. If this does not work, or you can only see an option for 16 colours try downloading and updating the graphics driver from the video card manufacturers website.

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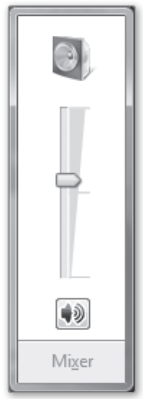
SOUND PROBLEMS

I can't hear any sound, or the sound is faint

If you can't hear any sound from your speakers you should try the following:

1. Check that your speakers are turned on and that the volume control is turned up.
2. Check that the speakers are plugged into the green Line-out socket on the rear of your computer (Desktop PCs only).
3. Ensure that the volume controls inside Windows® 7 have not been turned down, or set to mute.
4. Click the volume control inside the 'Notification area'.

5. Make sure the Mute box is not ticked.
6. Make sure the volume slider is at least halfway up.
7. Try plugging in a set of headphones. If you can hear sound through these your speakers may be faulty.
8. Try re-installing the sound driver software.



There is a buzzing sound coming from my speakers

Speakers are sensitive to strong electromagnetic fields. These can be caused by mobile phones, overhead power lines, lamps or other electrical items.

Try moving your speakers to a different location. Buzzing or other distortion may occur where the sound driver has become corrupted. Try reinstalling the sound driver to reslove the problem.

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Wireless Connections (No Network Connection)

- The wireless router is offline or wireless has been disabled on the computer.
- Check your wireless router to ensure it is powered on and connected to your data source (cable modem or network hub).
- Interference may be blocking or interrupting your wireless connection. Try moving the wireless router closer to your computer.

Wired Connections (No Network Connection)

- Check the network cable to ensure it is plugged in and not damaged.
- The link light on the integrated network port verifies that your connection is working and provides information on the status; see below:
  - **Green**: A good connection exists between a 10/100-Mbps network and the computer.
  - **Amber**: A good connection exists between a 1000-Mbps network and the computer.
  - **Lights Off**: The computer is not detecting a physical connection to the network.

NOTE
The link light on the network port is only for the wired connection. The link light does not provide status for wireless connections.

When I use the Internet I keep seeing adverts popping up on my screen

Some web sites use pop-up adverts that pay for the running of the site. Internet Explorer 8 has a pop blocker to help minimise the number of pop-up windows that you receive. See your user guide for more information on this.

It is also possible that you may have 'spyware' and 'adware' infecting your machine. This happens without your knowledge and allows adverts to be sent to your screen. Windows® Defender is a program that is built into Windows® 7 that prevents 'adware' from infecting your machine. Visit Help & Support on your Start menu for more information on Windows® Defender.

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SYSTEM RECOVERY

Why reinstall?

There are several reasons why you may need or want to re-install Windows®:

- Windows® may become irreparably damaged or corrupt.
- Key hardware such as your motherboard may be changed during a repair.
- You may simply want a clean start.

Whatever the reason, we have made the process quick, easy and painless. The following pages will explain what you need to do in order to restore Windows® to its 'just out of the box' condition.

What is reinstalled?

If you choose a destructive recovery it will reinstall Windows® back to its factory default settings, so any software that was preinstalled will be present but any personal files on your computer will be lost. If you choose a non-destructive recovery this will repair Windows®, and you will not lose any personal files. The recovery system takes between 20 and 40 minutes.

Please be aware that the recovery will not reinstall any software, hardware, or peripherals that you have added to your computer. Please see the documentation supplied with these devices for more information.

Before you start...

It is important to note that the reinstallation process can erase your hard drive and all the files stored on it. Before you attempt any form of reinstallation, we recommend that you save anything important to a CD/DVD, or other external storage device – just to be safe!

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RUNNING SYSTEM RECOVERY FROM YOUR HARD DRIVE

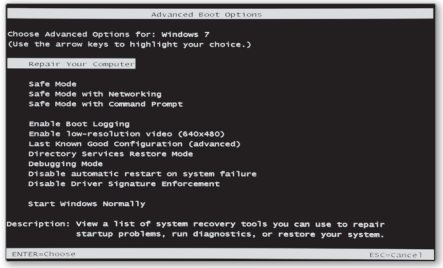
Your Computer hard drive has a hidden partition that contains all the data to be able to recovery Windows®, without the use of any CDs or DVDs. To begin the reinstallation process, please follow the steps below.

Stage 1

1. Turn your computer on and straight away start to slowly tap the **F8 key**.

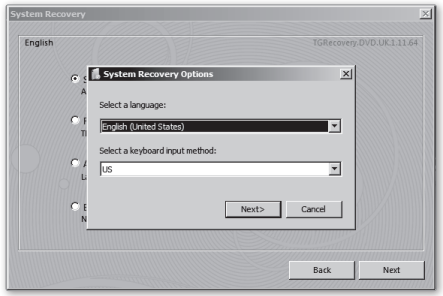
2. After a few moments the **Advanced Boot Options** menu will appear.

3. Select the **Repair Your Computer** option.


Advanced Boot Options
Choose Advanced Options for: Windows 7
(Use the arrow keys to highlight your choice.)
Repair Your Computer
Safe Mode
Safe Mode with Networking
Safe Mode with Command Prompt
Enable Boot Logging
Enable low-resolution video (640x480)
Last Known Good Configuration (advanced)
Directory Services Restore Mode
Debugging Mode
Disable automatic restart on system failure
Disable Driver Signature Enforcement
Start Windows Normally
Description: View a list of system recovery tools you can use to repair startup problems, run diagnostics, or restore your system.
ENTER=Choose
ESC=Cancel

4. On the next screen choose the **Start Microsoft Windows Repair Environment** option by selecting the **check box** and click the **Next** button.

5. From this menu you will now be presented with an option to select the language and keyboard input method. Choose the appropriate language and keyboard input method for **your region** e.g. **United Kingdom**. Then click on the **Next** button.



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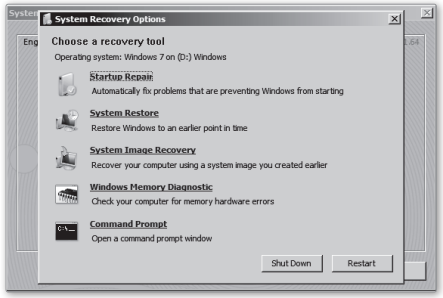
6. You will then be required to enter your user login password to access the System Recovery Options. Enter **your password** and click on the **Next** button. If you have not set a user login password click the **Next** button to continue.

7. You will then be presented with the System Recovery Options, select **Startup Repair**.


System Recovery Options
Choose a recovery tool
Operating system: Windows 7 on (D:) Windows
Startup Repair
Automatically fix problems that are preventing Windows from starting
System Restore
Restore Windows to an earlier point in time
System Image Recovery
Recover your computer using a system image you created earlier
Windows Memory Diagnostic
Check your computer for memory hardware errors
Command Prompt
Open a command prompt window
Shut Down
Restart

8. Your computer will now attempt to repair any errors.

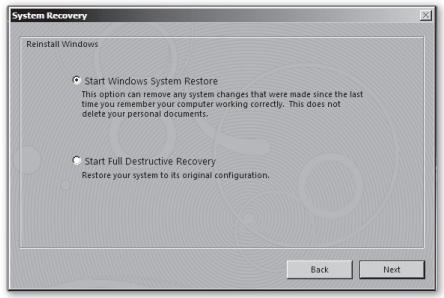
9. Once completed, you will then be asked to restart your computer.

10. If there are still errors, go to stage 2.

Stage 2

1. If after stage 1 you are still unable to load Windows®, you will then need to choose the **Reinstall Windows**.

2. From this menu you will now be presented with a few options, choose the **Start Windows System Restore** option to restore your computer back to an earlier time and date. Then click on the **Next** button.


System Recovery
Reinstall Windows
Start Windows System Restore
This option can remove any system changes that were made since the last time you remember your computer working correctly. This does not delete your personal documents.
Start Full Destructive Recovery
Restore your system to its original configuration.
Back
Next

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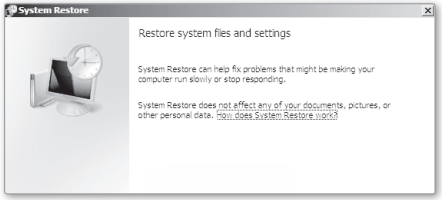
3. On the next screen, click on the **Next** button.


System Restore
Restore system files and settings
System Restore can help fix problems that might be making your computer run slowly or stop responding.
System Restore does not affect any of your documents, pictures, or other personal data. How does System Restore work?

4. Now choose a previous restore point and click on the **Next** button.

5. From the final screen, click on the **Finish** button to begin System Restore.

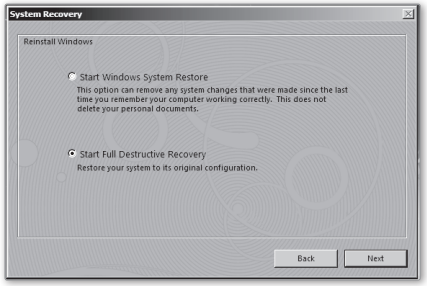
6. Your computer will now restart and complete the restoration.

7. If you are still unable to get into Windows® then you will need to perform a non destructive / full destructive recovery in stage 3.

Stage 3

1. If after stage 2 you are still unable to load Windows®, you will then need to choose the **Reinstall Windows** option.

2. From this menu you will now be presented with a few options, choose the **Start Full Destructive Recovery** option to restore your computer and click the **Next** button.


System Recovery
Reinstall Windows
Start Windows System Restore
This option can remove any system changes that were made since the last time you remember your computer working correctly. This does not delete your personal documents.
Start Full Destructive Recovery
Restore your system to its original configuration.
Back
Next

NOTE
Please note that a Full Destructive Recovery will delete ALL data on your computer. If you are happy to continue click on the **Next** button to confirm.

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3. Your computer will now begin to reinstall Windows®.

4. Once the reinstallation has completed, your computer will then be restarted.

5. Your computer will be restored back to its factory default settings. You will need to install any additional software that you have purchased.

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RECOVERY BACKUP WIZARD

The Recovery Backup Wizard allows you to create a backup of your Recovery to DVD(s) or USB stick in case of hard drive replacement or corruption.

To create a recovery backup, please follow the steps below.

1. Make sure your computer power adapter is connected before you start the recovery process.

2. Click on the **Windows start icon** in the left corner of your desktop.

3. Select **All Programs ➔ Advent ➔ Recovery Back Wizard**.

4. The Recovery Backup wizard will now be displayed on the screen. Click '**Create your Recovery Backup Now**' to begin and follow the on-screen instructions.

ADVENT
Recovery Backup Wizard
for Windows 7
Your computer uses a hard-drive based recovery process. You can backup your recovery now to USB stick or DVD, in case you need to reinstall Windows in the future.
Create your Recovery Backup Now
Create a Backup on DVD or USB stick
Remind me later
You will automatically be reminded in 7 days
Exit
Learn More

5. Select your preferred method of backup and click on the **Next** button.

Recovery Backup Wizard
ADVENT
Recovery Backup Wizard
for Windows 7
You can backup your recovery onto USB stick or DVD disks. Please choose below by clicking the appropriate button.
Create your Recovery USB Stick
You require a 8GB USB Stick
Create your Recovery DVD Set
You require 2 blank single-layer DVD's or 1 blank dual-layer DVD
<< Back
Next >>

6. If a **User Access Control** window appears on the screen, click on the **Allow** button.

7. The backup will now be created and will take around 20 minutes to complete.

8. Once the backup is created, please keep it in a safe place.

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RUNNING A SYSTEM RECOVERY FROM DVD/USB

If you are unable to use the main hard drive based System Recovery or you have replaced your existing hard drive, then you will need to use the Recovery DVD's/USB stick you created from the Recovery Backup Wizard.

1. Insert the Recovery DVD or USB Stick that you created, into your computer and restart it.

2. Straight away start to slowly tap the **F7 key**.

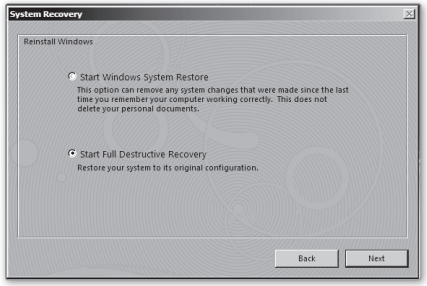
3. After a few moments the Boot Options menu will appear.

4. Select the appropriate device to boot from i.e. DVD drive or USB stick.

5. After a few moments the System Recovery window will appear.

6. Choose the **Reinstall Windows** option by selecting the check box and click the **Next** button.

7. From this menu you will now be presented with a few options, choose the **Start Full Destructive Recovery** option to restore your computer and click the **Next** button.


System Recovery
Reinstall Windows
Start Windows System Restore
This option can remove any system changes that were made since the last time you remember your computer working correctly. This does not delete your personal documents.
Start Full Destructive Recovery
Restore your system to its original configuration.
Back
Next

8. On the final screen ensure the check box for Recover Using DVD is selected and click on the **Next** button. This option also needs to be selected if you are using the USB stick recovery method.

9. Once the process is complete, you will be asked to remove the recovery media and restart your computer.

NOTE

Once you have used the System Recovery Media, you will need to reinstall any additional software and hardware that you may have added. Please refer to the documentation supplied with those products for further help.

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STILL NEED HELP?

If you are not able to fix a problem that you are experiencing, then there are a number of places you can go for further help.

Windows® Help and Support

Your computer comes with a Help and Support section that contains a library of advice and useful information.

Click **Start** > **Help and Support**.

The Internet http://knowhow.com

You can access help 24 hours a day through our support web site. The site contains technical specifications, drivers, support FAQs and much more.

Telephone support

If you still can't find the answer you are looking for then our Support Center is open 24 hours a day, 365 days a year.

Please have your receipt details and serial number to hand when you call.

Repair Service Line 0844 800 6020

Software Helpline * 0906 515 1180

* Calls are charged at £1.50 per minute.

** Callers must be 18 years old and have the bill payer's permission.

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